



Equal Employment Opportunity Policy

Ecom Express Private Limited

Brief & Purpose

We at Ecom Express Private Limited ("**Company**") are an equal employment opportunity based employer and are committed to a policy of treating all our employees and job applicants equally without any discrimination on grounds of age, colour, gender, marital status, caste, religion, race, ethnic group, nationality, religious or political conviction, sexual orientation, marital status, pregnancy, potential pregnancy, family responsibility, or disability (including HIV/AIDS) ("**special abilities**"). This Equal Employment Opportunity Policy ("**Policy**") expresses the Company's commitment to promote equality and conduct in its business according to principles of social justice, equity, respect and freedom of expression. Under this policy framework, the Company to take all reasonable steps to employ and promote employees on the basis of their abilities, merits, qualifications and best fit for the role. The Company will appoint, train, develop and promote all its employees on the basis of merit and ability alone.

Scope

This Policy with respect to zero levels of discrimination applies to all prospective and current employees of the Company, as well as contractors and visitors, who may be vulnerable to discriminatory treatment due to certain individual characteristics.

The policy applies to the conduct of persons in the course of their employment:

- In the workplace (even outside normal working hours)
- During work activities (for example when dealing with other employees or clients); and
- At work related events (for example at social functions)

Policy

The Company shall endeavour to make the work environment free from any discrimination against persons with special abilities. The selection of new employees will be based on the job requirements and the individual's suitability/fitment and ability to do, or to train for, the job in question. Employee specifications and job descriptions will be limited to those requirements that are necessary for the effective performance and safety of employees on the job. The Candidates for employment will be assessed against the requirements of the job, and employees for promotion or transfer will be assessed on merits and against their performance in a given period. The Company will strictly refrain from demonstrating discrimination, bias or prejudice towards individual differences and shall endeavour that the same is valued and protected. All employees will be given opportunity to work in a fair and discrimination-free environment which will help everyone feel that their worth and rights are respected.

Company's Equal Employment Opportunity Policy is available on the employee portal and is accessible to all employees. All communication in relation to recruitment will indicate that the Company is an Equal Opportunity Employer.

This Policy implementation is subject to applicable law, qualifications and merit of the individual.

Terms of Employment, Benefits, Facilities & Services

Company will identify posts/vacancies that would be suitable for persons with special ability. All terms of employment, benefits, facilities and services will be reviewed from time to time in order to ensure that there is no unlawful direct or indirect discrimination because of one or more of the protected characteristics.

Actions aiming towards equal opportunity include the following:

- Use of inclusive, diversity-sensitive language in all official documents, signs etc.
- Modification of structures and facilities to accommodate people with special abilities
- Leave and flexible work arrangement policies to provide for parental, medical or other needs
- Hiring, training and evaluating processes that do not focus on characteristics irrelevant to employment, job specifications, qualifications, productivity, etc.
- Inclusion of religious or national holidays of all people that are part of the workforce in the Company's official schedule and arrange their leaves upon request
- Educational sessions and groups on diversity for employees
- Open door practices to make the reporting of unlawful discriminatory conduct easier
- Active encouragement of employees to propose improvements
- Explicit prohibition of discrimination and clearly defined consequences.
- Zero discrimination in the payment of wages to employees (irrespective of their gender) performing the same work or work of a similar nature in the Company.

Responsibility

Employee Responsibilities

- To comply with this policy and all applicable laws and regulations. Compliance is required whenever an employee is acting in their capacity as a representative of the Company.

Responsibilities of Managers and supervisors

- To take reasonable steps to resolve complaints that are brought to their attention and to maintain confidentiality as far as practicable.

Human Resources Responsibilities

- To provide advice and address grievances relating to the employment of persons with disabilities and/or any other complaints regarding discrimination in any other form against any job applicant/employee.

Grievance Procedure

The Company has appointed Lead- Diversity & Inclusion [reachable at Vandana Singh] as a liaison officer to guide and provide clarifications, address grievances to any persons with special abilities and needs who is in the employment or wish to apply or have applied for a position in the Company. Further, employees with special abilities and needs who believe that they might require specific assistance or amenities to help them carry out their job functions may contact the Lead – Diversity and Inclusion HR at vandana.singh@ecomexpress.in.

All supervisors and managers are responsible to use equal opportunity practices and make decisions based on objective, non-discriminatory criteria. Everyone should comply with the Company policy in this regard at all times.

Appropriate action basis investigation will be taken if employees breach this policy either through discrimination, harassment, bullying or victimizing other employees or by making false claims. If an employee feels he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise the same with the HR department or use the existing grievance redress mechanisms or contact the liaison officer on a confidential basis either by telephone, email or by letter. All grievances and complaints will be taken seriously and treated with sensitivity and fairness.

Disciplinary Consequences

If someone is found discriminating on any parameter stated in this policy, they will be subject to strict disciplinary action depending on the severity of their actions.

Interpretation, Guidance and Review Timelines

In the event that any additional guidance and/or further interpretation is required, please contact your local Human Resources representative.

The policy will be reviewed basis changes in legal and market guidelines.
